

D: Communication & Technology

Please note: Competencies within this section of the Profile are to be taken in consideration with competencies outlined throughout this document and are not intended to be standalone.

Important: LPNs are responsible to ensure they have any required education or training and the individual competence prior to performing these competencies.

Major Competency
D: Communication & Technology

Competency
D-1: Communication and Collaborative Practice

Competency Statement - A Licensed Practical Nurse will:

D-1-1 Demonstrate knowledge and ability to apply verbal and non-verbal communication techniques to support effective communication and create therapeutic relationships:

- respectful tone and manner
- active and attentive listening
- paraphrase and reflect
- seek clarification
- timeliness
- adjust style as necessary
- clear, concise, and accurate
- acceptance without judgment

D-1-2 Demonstrate knowledge and ability to adapt communication techniques to address barriers:

- cognitive
- cultural
- developmental
- emotional
- functional
- mental
- social
- spiritual
- language
- technological

D-1-3 Demonstrate knowledge and ability to engage patient, family, and others as partners in patient centered care.

D-1-4 Demonstrate knowledge and understanding of team dynamics and group processes to create a positive workplace culture.

D-1-5 Demonstrate knowledge and ability to utilize standardized communication tools and technology to enhance effective communication processes.

D-1-6 Demonstrate knowledge and ability to address and effectively manage interpersonal conflict to foster collaboration and trust.

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Competency
D-2: Therapeutic Nurse-Patient Relationship

Competency Statement - A Licensed Practical Nurse will:

D-2-1 Demonstrate knowledge and ability to use appropriate communication techniques to build, maintain, and close the therapeutic nurse-patient relationship:

- advocacy
- cultural competence
- empathy and empowerment
- diversity and inclusion
- health teaching and coaching
- supportive measures and intent
- trust and respect
- appropriate documentation

D-2-2 Demonstrate knowledge and ability to define and maintain professional and personal boundaries:

- protection of patients
- giving and receiving gifts
- caring for family and friends
- conflict of interest
- limited self-disclosure
- understanding interpersonal relationships
- social media presence

D-2-3 Demonstrate knowledge and ability to recognize and address barriers to an effective therapeutic nurse-patient relationship:

- breach of confidentiality
- personal behavior
- personal bias
- power imbalance

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Competency
D-3: Legal Protocols, Documenting, and Reporting

Competency Statement - A Licensed Practical Nurse will:

- D-3-1 Demonstrate professional accountability and responsibility to adhere to legislation, legal protocols, documenting, and reporting guidelines applicable across the continuum of care.**
- D-3-2 Demonstrate knowledge and ability to ensure timely, accurate, objective, concise, and complete documentation.**
- D-3-3 Demonstrate knowledge and ability to document and report according to practice setting and employer requirements.**
- D-3-4 Demonstrate knowledge and ability to obtain informed consent throughout care delivery as appropriate and according to employer requirements.**
- D-3-5 Demonstrate knowledge and ability to manage, report, and document refusal of treatment or self-discharge.**
- D-3-6 Demonstrate knowledge and ability to appropriately report and collaborate within inter-professional team.**
- D-3-7 Demonstrate knowledge and ability to accept, transcribe, and initiate orders from authorized health professional(s) according to employer requirements:**
 - electronic
 - verbal
 - phone
 - written
- D-3-8 Demonstrate knowledge and ability to contact authorized health professional(s) to clarify an unclear or incomplete order:**
 - confirm accuracy and completeness
 - discuss potential actions and/or interactions
 - share concerns related to patient's changing needs

Major Competency
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Competency
D-4: Conflict Management

Competency Statement - A Licensed Practical Nurse will:

D-4-1 Demonstrate knowledge and ability to recognize common sources of interpersonal conflict:

- beliefs, values, and biases
- expectations and perceptions
- individual experiences
- ineffective communication

D-4-2 Demonstrate knowledge and ability to respond to urgent situations involving conflict to support safety of patient(s), self, and others.

D-4-3 Demonstrate knowledge and ability to manage conflict effectively by identifying:

- concern or issue
- subjective interest or investment
- mutual options and possible resolutions
- objective criteria

D-4-4 Demonstrate knowledge and ability to consult with appropriate professional(s) as required in situations of conflict to work toward resolution.